



Division of Family Resources

Hybrid Roll-Out: Grant

Regional Advisory Group Meetings

Michael Gargano, Secretary, FSSA

Mike Carr, Director, DFR

George Herman, DFR Regional Manager, Grant Region

Friday, March 11, 2011





Division of Family Resources

Welcome and Introductions





FSSA/Division of Family Resources Organizational Structure

Central Office (Indianapolis):

- Michael A. Gargano, FSSA Secretary
- Mike Carr, DFR Director
- Adrienne Shields, DFR Deputy Director
- Roger Zimmerman, DFR Deputy Director, Operations
- Rich Adams, DFR Deputy Director, Policy





FSSA/Division of Family Resources Grant Region Organizational Structure

Managers:

- George Herman, DFR Regional Manager
- Stacy Young, DFR Deputy Regional Manager

State Eligibility Managers (SEMs):

- | | |
|------------------------------------|-----------------------------|
| • Grant: Emily Wood | Cornelius |
| • Cass/Carroll/White: Nicole Scott | • Delaware: Charity Lumpkin |
| • Miami/Wabash: Diana McGuire | • Tipton: Bethany Miller |
| • Blackford/Randolph: Melody | • Howard: Rick Spires |
| | • Madison: Debra Spencer |





Grant Region

- Clients will be served by a team located in their region, instead of by staff located across Indiana
- Moving forward:
 - Local Offices:
Client inquiries, food stamp applications and recertifications,
adult Medicaid applications, TANF applications
 - Regional Change Center:
Medicaid only redeterminations, Hoosier Healthwise processing, changes related to a client's case, processing of food stamp interim reports
 - Document Center:
Scan and attach documents to a client's case file



Two-Tiered System

■ The Process

- A different employee will approve benefits from the employee that completes the application intake

■ The Benefit

- Reduced risk of employee fraud
- Increased employee accountability

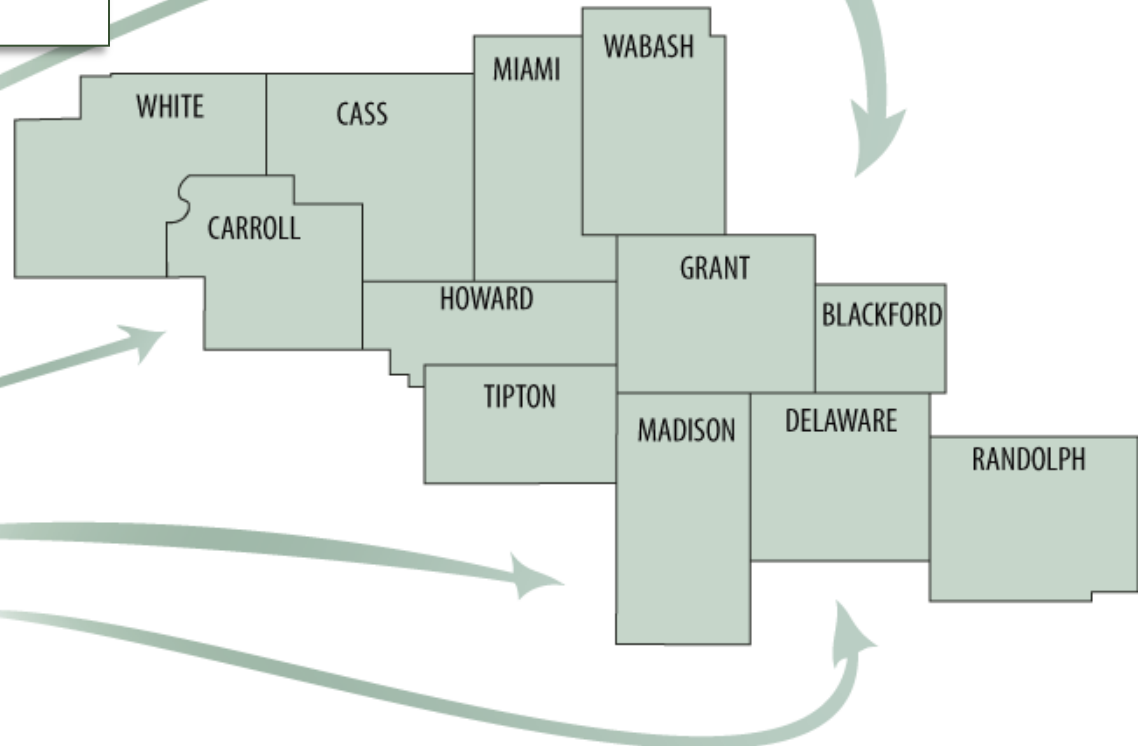
■ A Local, Team Approach

- Same Office = Same Team
- Improved Accuracy
- Coaching and Mentoring



Grant Regional Offices

**Staff will move from the
Service Center to Local
County Offices**





Improving Client Access

■ Access through Technology

- 24/7 access to voice response system to check status of benefits
- Paperless case files
 - Option to scan, mail or fax documents to Document Center
- Apply for benefits online and complete application by using the electronic signature
- Option to participate in a telephone interview

■ Local Office in Every County

- 107 local offices throughout Indiana



- Inquiries sent to a DFR Region e-mail address will receive a response within 3-5 business days.**





Agency Portal

- FSSA is responsible for communication with clients, advocates and providers
 - Agency Portal will continue
 - Preferred method to view client status
 - Providers may still enroll to access the Agency Portal
 - Agency Portal Link:
https://www.ifcem.com/HCSSRequest/en_US/EMAgency_portalAccessHomePage.do



Grant Regional Offices

Telephone/Fax Number: 1-800-403-0864

BLACKFORD COUNTY

106 N. Jefferson Street
Hartford City, IN 47348

CARROLL COUNTY

6931 W 300 North, Suite B
Delphi, IN 46923

CASS COUNTY

300 East Broadway, Suite 501
Logansport, IN 46947

DELAWARE COUNTY

1107 South Tillotson, Suite 4
Muncie, IN 47304

GRANT COUNTY

1800 Kem Road
Marion, IN 46952

HOWARD COUNTY

400 N. Main Street
Kokomo, IN 46901

MADISON COUNTY

222 E. 10th Street, Suite E
Anderson, IN 46016

MIAMI COUNTY

1200 Kitty Hawk, Suite 208
Peru, IN 46970

RANDOLPH COUNTY

221 N. Main St.
Winchester, IN 47394

TIPTON COUNTY

120 N Main St.
Tipton, IN 46072

WABASH COUNTY

85 W. Canal Street
Wabash, IN 46992

WHITE COUNTY

1011 N. 6th Street
Monticello, IN 47960



Ongoing Communication

- Ongoing Regional Advisory Group meetings
- Next meeting is a phone conference on Monday, April 18, from 2:00 p.m. to 3:00 p.m.
- To receive invitations to the meetings, email the stakeholder help line at DFR.region4@fssa.in.gov



Hybrid Eligibility Project: The Best of Both Worlds

- Reaching out to clients, advocates and staff to create and model a solution that combines the best of the modernized *and* the pre-modernized systems
 - Hybrid Advisory Group
 - Allen Regional E-mail: DFR.Region4@fssa.IN.gov.
- Guiding Principles
 - Improve client experience
 - Improve timeliness of application determinations, redeterminations and change processing
 - Improve accuracy/reduce error rates



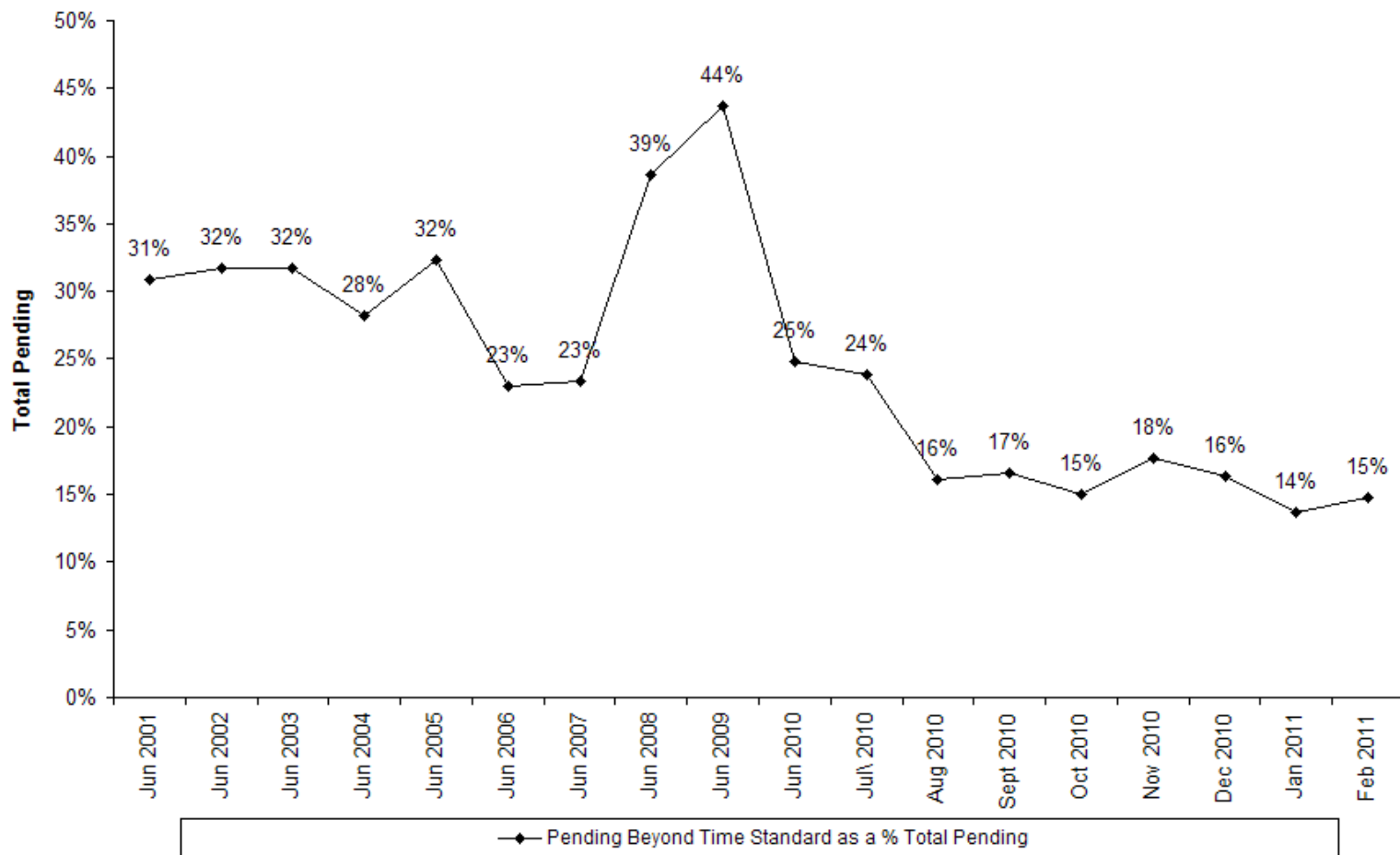
Regional Application Backlog: 12/5/2009 to 2/25/2011

Applications Pending and Late Excluding HIP									
	Lake	St.Joseph	Allen	Grant	Marion	Vigo	Vanderburgh	Clark	State
Thru	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
12/05/09	1,309	830	3,941	3,468	8,653	2,338	2,427	3,053	26,019
02/25/11	292	233	625	690	2,479	130	202	480	5,131
Increase/ Decrease	-78%	-72%	-84%	-80%	-71%	-94%	-92%	-84%	-80%

Source: Cognos Application Tracking Dashboard
Note: The change shown is relative to the 12/5/09 backlog

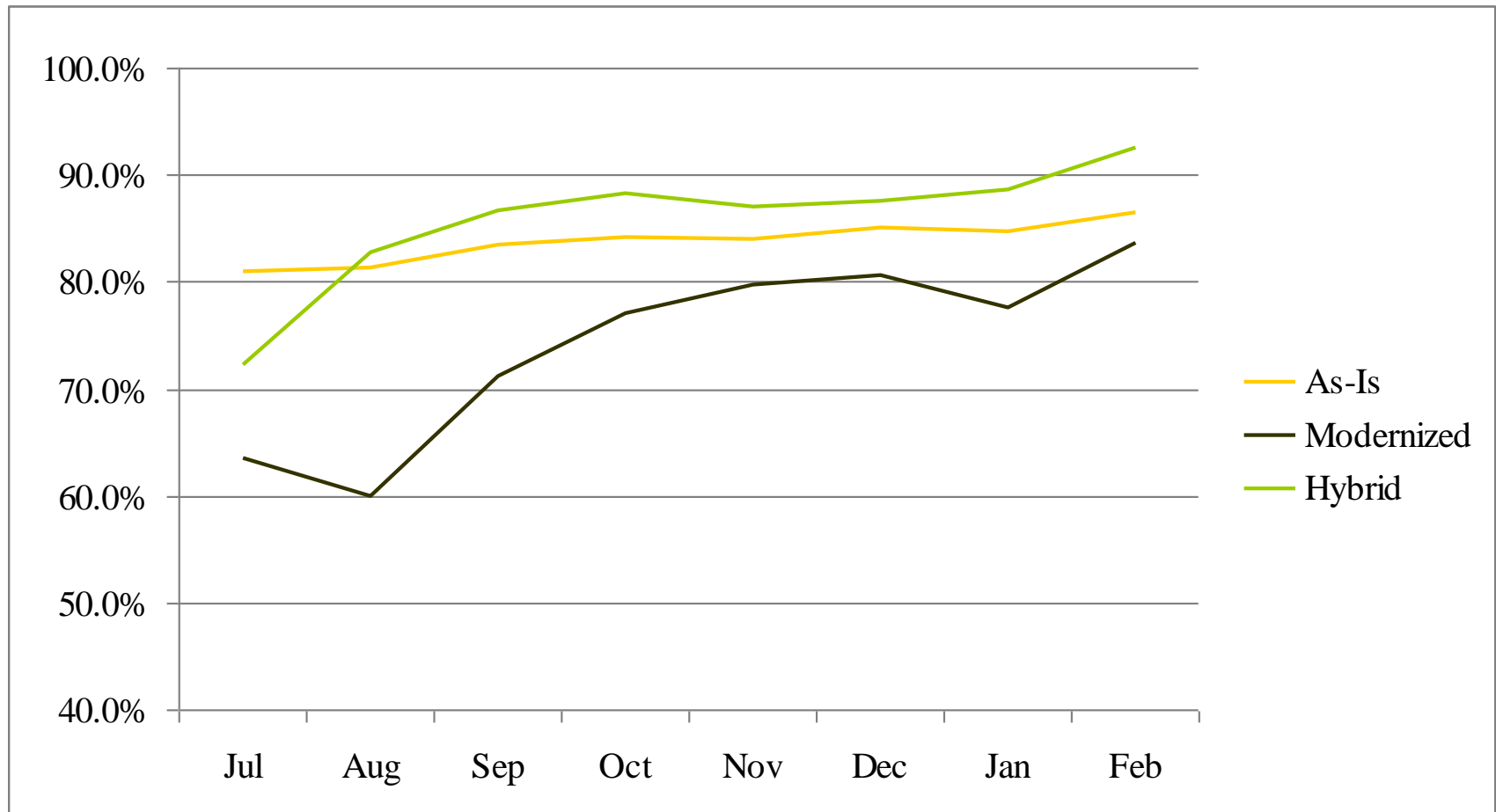


Applications Pending Beyond Time Standard As a % Total Pending Applications Statewide





SFY11 Timeliness Performance





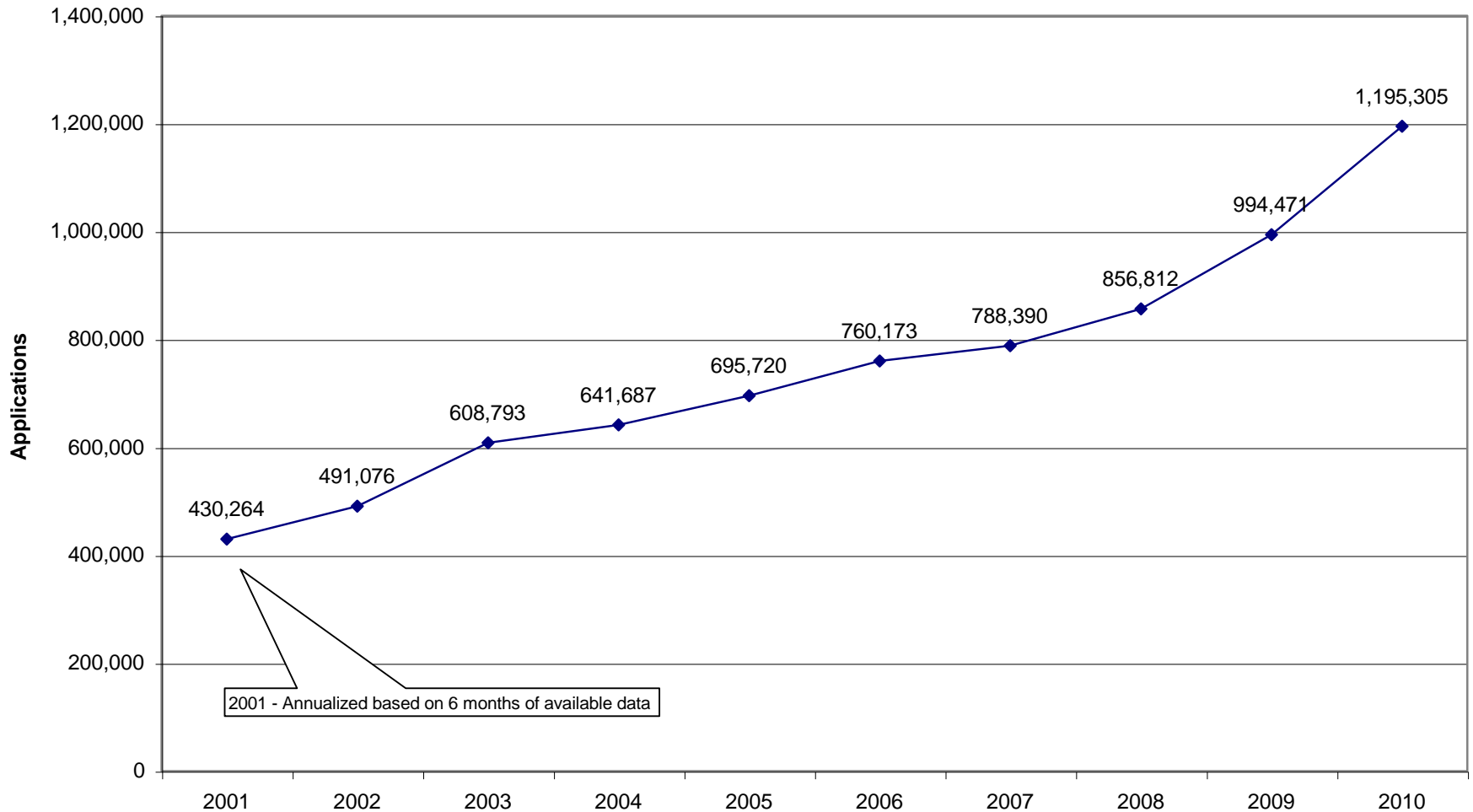
Hybrid Performance: Key Metrics

State Reported, Cumulative Food Stamp Error Rates*	
Positive September 2009	7.02%
Positive September 2010	2.48%
Positive September National Average 2010	3.64%
Negative September 2009	13.65%
Negative September 2010	2.69%
Negative September National Average 2010	7.62%

*The most recently available SNAP error rates as reported by FNS are for the month of September



New Applications for Assistance Groups Received in ICES Statewide





Hoosiers Receiving Benefits Increases Since 2002

With the economic downturn, FSSA program enrollment has increased by 42% since 2005

Enrollees by Program (as of June 30 annually)

	2002	2003	2004	2005	2006	2007	2008	2009	2010	Current***
Medicaid*	756,904	777,170	822,344	847,625	857,599	877,933	920,332	1,017,571	1,088,637	1,103,141
Food Stamp Recipients	428,089	487,197	532,402	557,206	575,602	586,156	639,470	721,155	828,604	876,568
Food Stamp Households	180,457	205,208	228,218	241,177	249,914	253,443	273,876	306,562	355,626	380,556
TANF	151,269	146,783	148,788	141,055	135,206	117,311	122,743	119,912	104,004	88,102
Number of Hoosiers enrolled in at least one program**	776,121	810,694	866,103	899,701	922,434	943,343	1,013,429	1,114,950	1,250,774	1,284,673

* Medicaid increase in 2008 & 2009 affected by addition of HIP program (18,903 members in 2008 & 50,115 members in 2009). Medicaid numbers are from ICES and do not include retroactive coverage; numbers are slightly higher in actuality.

** Program totals are comprised of only unique cases, and not a sum of individual program data.

***Current enrollment through Feb 28, 2011.

Source: ICES



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- Legend:**
- As-Is
 - Hybrid
- District Legend:**
- Region 1 = Lake
 - Region 2 = Saint Joseph
 - Region 3 = Allen
 - Region 4 = Grant
 - Region 5 = Marion
 - Region 6 = Vigo
 - Region 7 = Vanderburgh
 - Region 8 = Clark



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